



## New York City Employees' Retirement System Job Vacancy Notice **CITYWIDE**

**Civil Service Title:** Administrative Retirement Benefits Specialist, M-8

**Title Code:** 82986

**Business Title:** Chief Operating Officer

**Salary:** \$175,000-\$215,000 (Annual)

**Division:** Executive

### **Job Description:**

The New York City Employees' Retirement System (NYCERS) is seeking a highly experienced and strategic Chief Operations Officer (COO).

The New York City Employees' Retirement System (NYCERS) was founded by the New York State Legislature in 1920 with 13,331 members. Today, NYCERS has grown into the largest municipal public employee retirement system in the United States with more than 423,000 active members and retirees including civilian employees such as clerical workers, accountants and social workers, and uniformed employees such as New York City Correction Officers and Sanitation Workers.

#### Defined Benefit Plan

NYCERS is a defined benefit retirement plan. Defined benefit retirement plans for public sector employees offer benefits which are defined in law. Generally, retirement allowances payable from such plans are based on a member's years of service, age and compensation base. Other types of benefits such as loans, disability and death benefits are also offered and specified in law. All benefits payable are funded by employee and employer contributions and from earnings on the invested assets of the system.

#### Multiple-Employer System

NYCERS is a cost-sharing, multiple employer public employee retirement system. In addition to the City of New York (various agencies, boards and commissions), members are employed by public benefit corporations such as the NYC Transit Authority and the NYC Health and Hospitals Corporation.

#### Client-Centered Approach

NYCERS is dedicated to a client-centered approach to quality service delivery. Whether it's upgrading Information Technology infrastructure, facilitating access to information, developing customer service upgrades or instituting advanced security measures, NYCERS is committed to sustaining quality service delivery for all our members, retirees and beneficiaries.

#### NYCERS' Mission Statement

The prime function of the New York City Employees' Retirement System is to administer the statutory pension benefits of its members, retirees, and beneficiaries.

Our talented, professional, and dedicated employees are committed to providing a superior service by:

- Making correct benefit payments in a timely manner.
- Leveraging modern technology to set new standards of excellence in the services we provide.
- Maximizing investment returns on the funds of the system with an appropriate level of risk.

NYCERS's COO is an integral part of the executive team that supports the Agency's initiatives and ensures the delivery of superior service to its participants, beneficiaries, participating local unions, and contributing employers while maintaining high performance standards and ensuring that all operations are running smoothly and efficiently.

NYCERS is currently in a multi-year IT legacy replacement/business transformation project spanning over several phases. The COO will lead and mentor Directors through the transformational effort (as-is/to-be), assessing change readiness, identifying key risks and resolving operational issues as they arise.

Key responsibilities of the COO include (but are not limited to):

- Leading and actively participating in business planning processes, translating short- and long-term operational goals and objectives into implementation plans and targeted business outcomes.
- Leading the effort to identify areas of continuous improvement and foster an environment of growth and development to enhance NYCERS services and improve the client experience.
- Identifying and removing obstacles to ensure smooth and efficient functioning of business operations, working closely with leadership and staff to achieve this goal.
- Evaluating readiness for change, pinpointing potential risks and identifying mitigations, and then monitoring and assessing the impact of significant initiatives.
- Supporting change management efforts to ensure a smooth transition to the targeted state of business processes as well as the new technology platform.
- Collaborating with division leaders to evaluate data and create and implement a comprehensive human resource plan that aligns with the Agency's objectives, focusing on training, skill development and professional growth opportunities for employees.
- Mentoring and developing division leaders through performance management, goal setting, and leadership development and training.

**Required Experience**

Minimum of five years in the capacity of a COO or equivalent Executive position where responsibilities included direct reports in either senior or executive leadership positions.

**Preferred skills:**

Prior experience in benefit administration/operations, including defined benefit retirement plan administration, or relevant related experience a plus but not required.

Prior experience in major business transformation initiatives such as a legacy replacement project a plus.

**Additional Information:**

- You are a strong fit for this role if you meet the specified required experience and:
- Have a track record of developing strong relationships, collaborating and communicating within various levels of the organization, optimally while under pressure - balancing confidence, humility, and diplomacy internally and externally.
- Have the ability to implement quickly with high attention to detail in a fast-paced, dynamic environment.
- Have the ability to influence others, stimulate them into action and move toward a common vision or goal.
- Detail oriented with strong analytical skills, including ability to interpret financial and operating information.
- Possess strong decision-making skills combined with the ability to optimize the use of all available resources and deliver high-quality results on multiple priorities that impact business operations.
- A flexible, team player that can lead effectively as well as provide support to others in leadership roles.
- Have a strong understanding of technology and its application within a business environment.
- Are an innovative and creative thinker.

MINIMUM REQUIREMENTS ARE ATTACHED  
 NYCERS is an Equal Opportunity Employer.

**Internal candidates must have been rated satisfactory or better on their last annual evaluation.**  
**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER  
 009-23-0050 AND A COPY OF A CURRENT RESUME TO:**

CITY EMPLOYEES: Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess). Search for Job ID# 574879  
 ALL OTHER APPLICANTS: [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID# 574879

DATED: 02/16/2023

POST UNTIL: Until Filled

NYCERS POSTING NUMBER: 009-23-0050



**Minimum Qualification Requirements:**

1. A baccalaureate degree from an accredited college or university including or supplemented by 12 credits in mathematics, statistics, accounting, and/or actuarial science and four years of satisfactory full-time experience implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations, 18 months of which must have been in an administrative, managerial or executive capacity or supervising professionals implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations; or
2. An associate degree or 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and six years of satisfactory full-time experience as indicated in "1"; or
3. Education and/or experience equivalent to "1" or "2" above. However, all candidates must have 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and the 18 months of experience in a supervisory, administrative, managerial or executive capacity as described in "1" above.

**Note:**

This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate on your resume or cover letter if you would like to be considered for the position under the 55-a Program.

**Note:**

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

**Note:**

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.